

Name: \_\_\_\_\_

Please check your Volunteer Status:

**New volunteers** (*signed quiz must be in your volunteer personnel file before your photo id badge can be issued*).

- Community:** please return completed quiz to Volunteer Services at your first interview.
- College student:** please submit your completed quiz at orientation.

**Current volunteers** (*signed quiz must be completed annually and returned to the Volunteer Services office*).

- Community:** please return completed quiz to the Volunteer Services office.
- College student:** please return completed quiz at re-orientation or to the Volunteer Services office.

Please read each statement and circle the correct answer.

1. A Code Blue is reported by dialing "195". True or False
2. To report a fire in UIHC you would dial:
  - a) 195
  - b) 199
  - c) 192
3. Volunteers are responsible for obtaining an annual tuberculin skin test. True or False
4. What is the method to prevent and control the spread of infection:
  - a) handwashing after eating
  - b) handwashing following use of restroom
  - c) handwashing between patient contacts
  - d) ALL of the above
5. A "Tornado Watch" means that a tornado has been sighted. True or False
6. Universal Precautions should be used when working with and around:
  - a) only patients admitted as inpatients
  - b) only patients with AIDS
  - c) only patients with known communicable diseases.
  - d) All patients
7. Volunteers should wipe up any unidentified spills they come across to protect patient safety. True or False
8. HIPAA protects the rights of patients and their health information. True or False
9. You volunteer in an area where you have access to the patient census. While performing your regular duties, you come across the name of an acquaintance. What do you do?
  - a) Call a mutual friend and ask if they heard what happened.
  - b) Continue scanning the census looking for other names you might recognize.
  - c) Assume, because she is a personal friend, it is ok to visit since you know she's here.
  - d) Continue your regular duties, disregarding the information, and only sharing it as required for your job
10. Patients have the right to have no information released when people ask about the patient. True or False
11. Diversity can be based on all of the following EXCEPT:
  - a) Religion
  - b) Nationality
  - c) Disability
  - d) Income
  - e) Race

12. Personal cellular phones may be used during active volunteer working hours. True or False
13. Clean blue jeans or walking shorts may be worn while on volunteer duty. True or False
14. You should not call people by their first name unless they give you permission. True or False
15. Introducing yourself is a good way to break the ice. True or False

**Declarations and Volunteer Agreement**

As a hospital volunteer, I understand Volunteer Services reserves the right to terminate any volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude, work, or appearance; or (d) any other circumstances which, in the judgment of the Volunteer Services Director, would make my continued services as a volunteer contrary to the best interests of the hospital. In addition:

- I declare I have read and understand the aspects of patient confidentiality, including: **Hospital policy prohibits retrieval of patient information that is not required for the performance of your job.** The confidentiality of information about patients that you obtain in the course of your volunteer work is protected by state and federal law. **State and federal law prohibits you from making any disclosure of the information unless you are specifically authorized to do so under the policies of your department.**  
I understand that a violation of the policy is reason for disciplinary action including possible dismissal from Volunteer Services and liability to civil and criminal penalties.
- I declare that I have read information on: 1) safety/fire/hazardous chemical procedures and precautions, and 2) "Patients' Rights and Responsibilities", which represents mandatory policy of the organization.
- I further agree to immediately notify Volunteer Services should I be reported for child abuse/neglect or be charged, convicted or penalized in any way for violation of any municipal, county, state or federal law other than a minor parking violation.

**Signature:** \_\_\_\_\_ **Printed Name:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_ **Date:** \_\_\_\_\_

People with disabilities are welcome at UI Hospitals and Clinics. The University of Iowa prohibits discrimination in employment or in its educational programs and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference.

## SCORECARD

1. False. Code Blue is a medical emergency and is reported by dialing “199.”
2. a) 195. “195” is the number to dial for fire or security emergencies, including a code pink infant abduction, accident or missing patient.
3. True. All volunteers are required to report to the University Employee Health Clinic annually during their birth month for a TB skin test (or, if always positive, for a TB signs and symptom review).
4. d) All of the above. Frequent handwashing and proper hand hygiene is the best way to prevent and control the spread of infection.
5. False. A tornado watch means conditions are right for a tornado. A tornado *warning* means a tornado has been sighted.
6. d) All patients. Volunteers will treat all situations as if there is a risk of infection and use proper procedures to prevent exposure to blood or body fluids.
7. False. Volunteers should not attempt to clean up an unidentified or hazardous spill. All volunteers are responsible for notifying their assignment supervisor of potentially hazardous conditions.
8. True. HIPAA sets a national standard to protect personal health information.
9. d) PHI may be shared for three purposes only: treatment, payment, or hospital operations.
10. True. Patients may notify nursing staff if they do not want to be listed in the hospital census.
11. d) Income. Diversity can be based on religion, nationality, disability, or race.
12. False. Volunteers may only make personal cellular phone calls during break times or off-duty hours and ONLY in non-patient care areas.
13. False. Neither blue jeans nor shorts are acceptable in presenting a unified professional appearance at our hospital.
14. True. Addressing a person by their last name demonstrates respect.
15. True. An easy way to remember this is to give our patients “the N.O.D.”: tell them your Name, Occupation and Duty at your first contact.

***Thank you for your attention to this important documentation.***